Wisconsin Department of Revenue

Wage Attachment User Guide for Employers

R. 09-17

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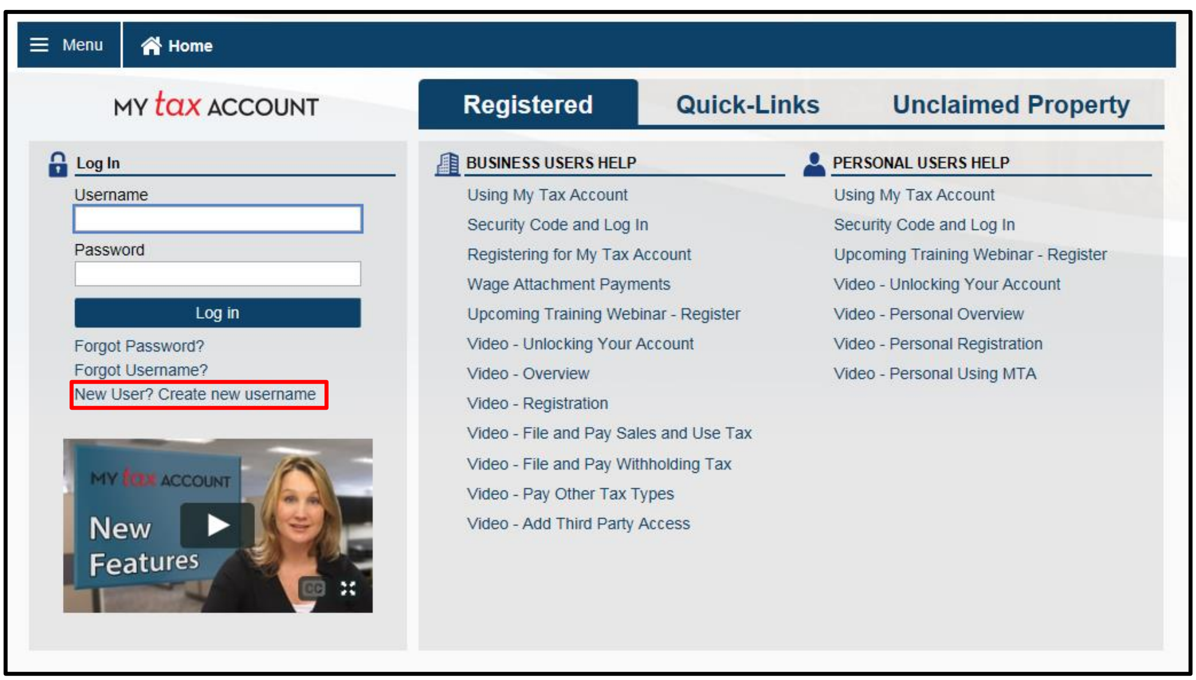
New User Registration Process (Business owner, employee user)

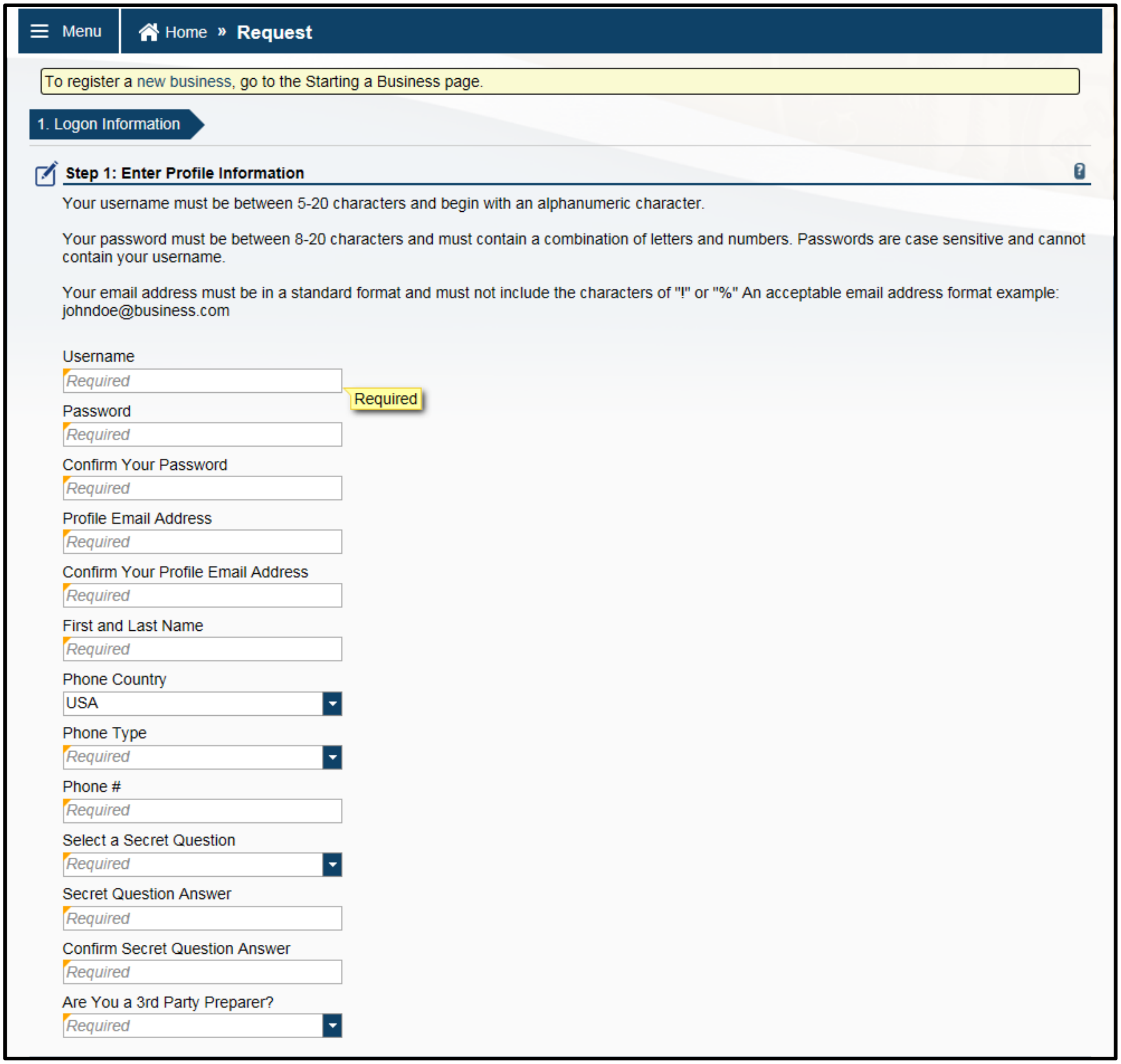
- **Note:** The following instructions are for the employer user. If you are a third party provider, go to the third party provider registration section for your registration instructions.

- From the department's [home page](revenue.wi.gov) (revenue.wi.gov) click the My Tax Account button, or go directly to https://tap.revenue.wi.gov.

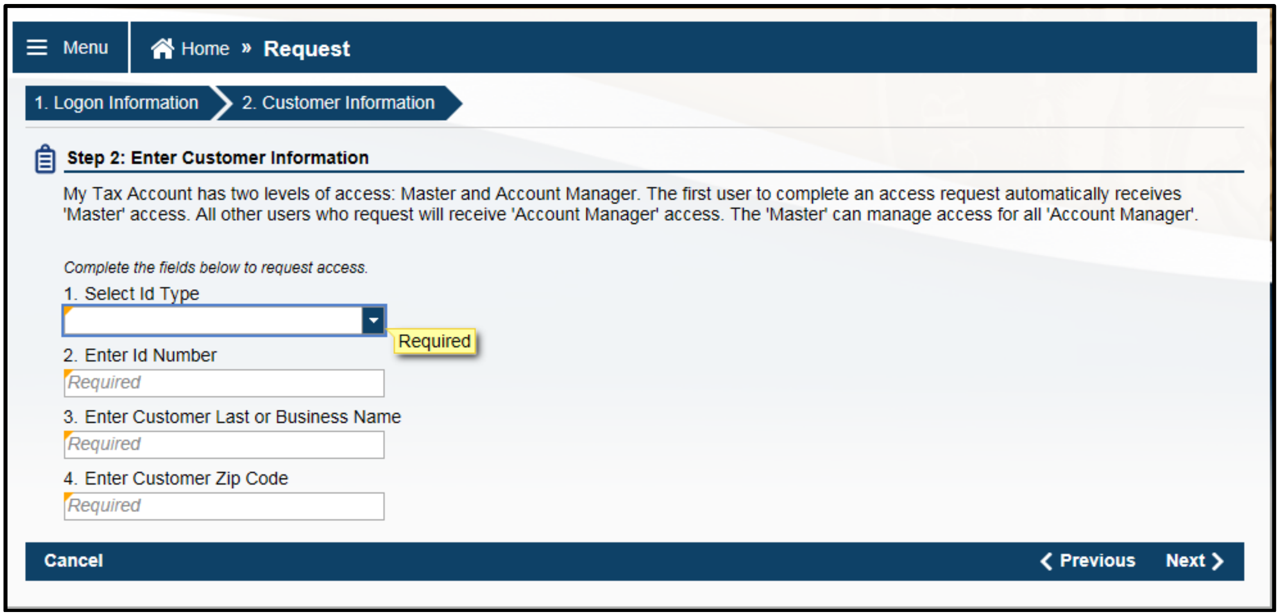
- Click 'New User? Create new username'.



- Enter your profile information. Every MTA user needs their own username. Enter a unique username, password and profile email address. Do not share this information with anyone else.
- Answer 'No' to the 'Are you a 3rd party preparer?' question.

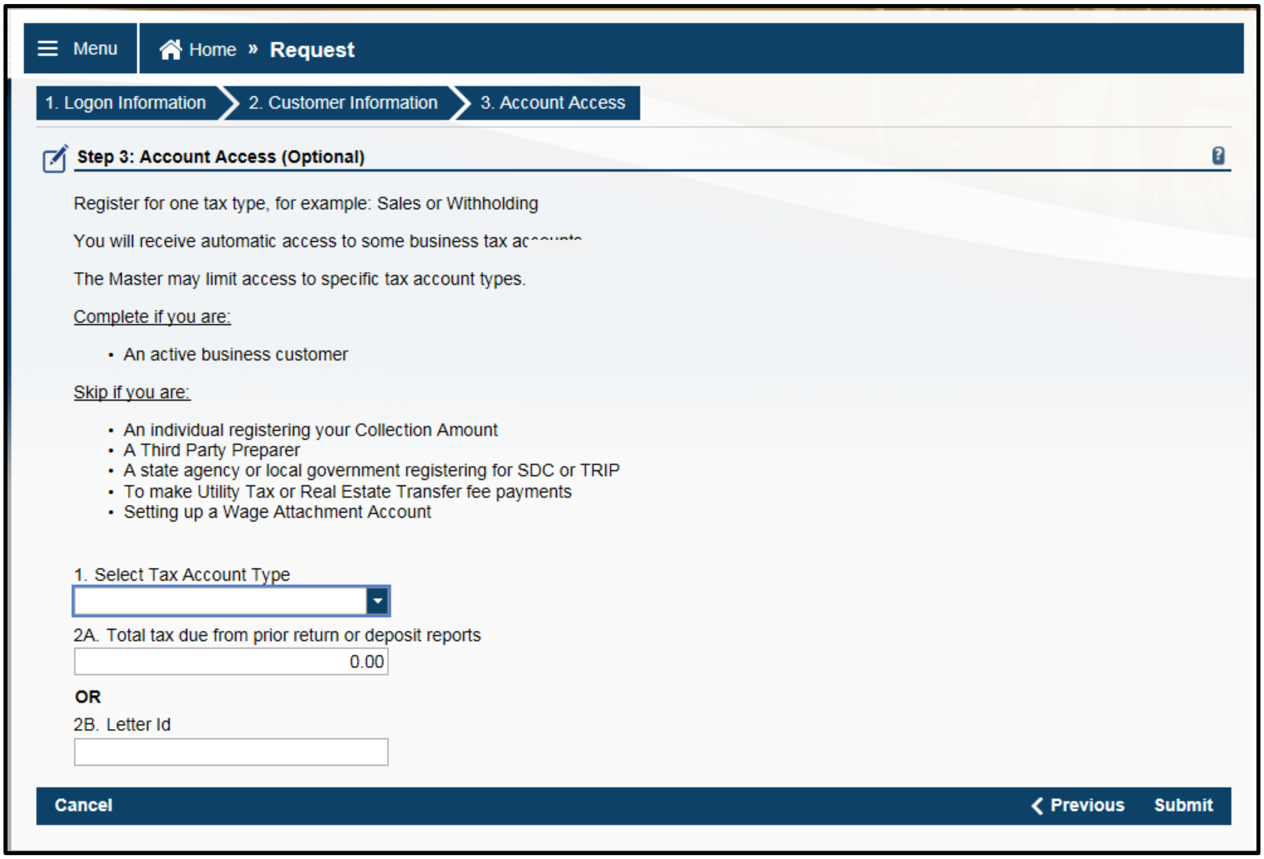


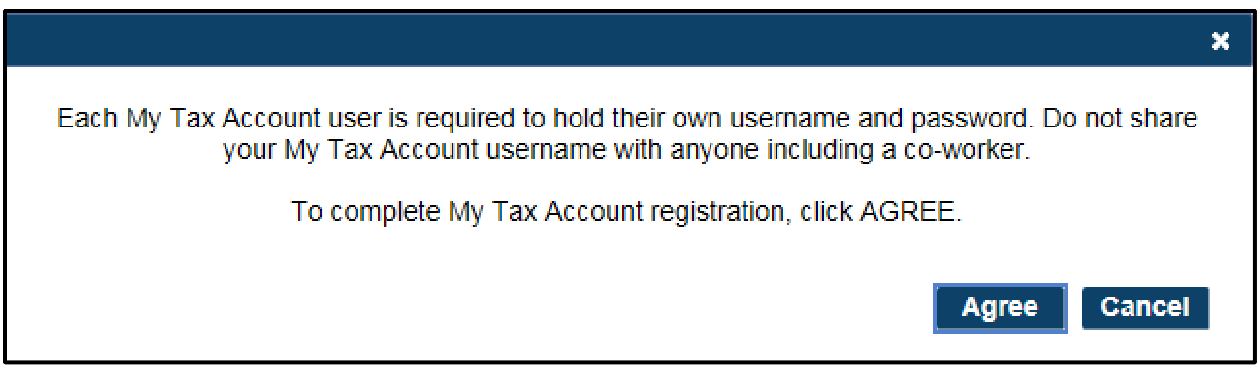
- Enter your Customer Information. The first user to request access for a business automatically receives 'Master' level access. All other users will receive 'Account Manager' access.
- The user with 'Master' access will manage the access of all 'Account Manager' users and third party preparers. We strongly encourage business owners to have 'Master' level access.
- Sole proprietors may use their personal information.



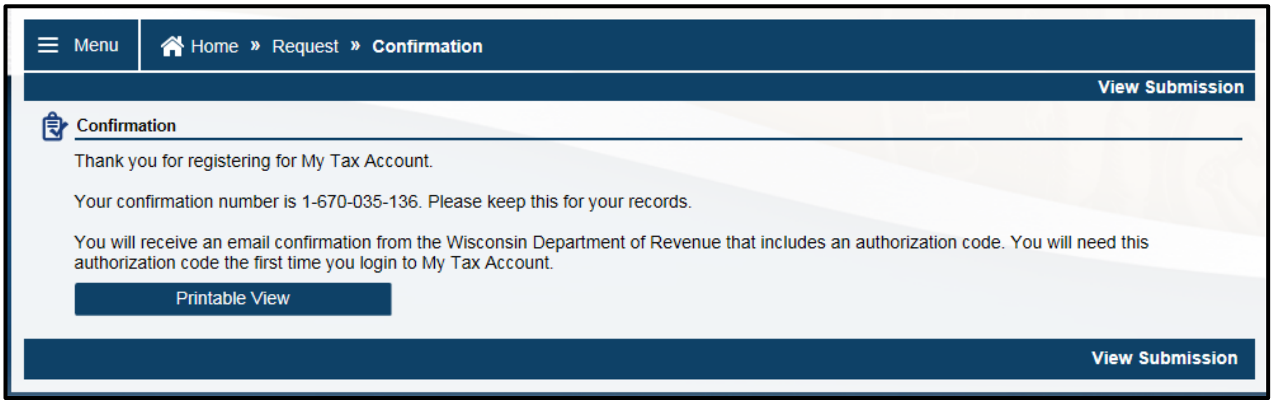
- **Note to businesses with subsidiaries:** If you are an employee of a business that has subsidiaries, register under the parent company first. Later in the process you will be able to add access to the subsidiaries using 'Add 3rd Party Account Access'.

- Skip 'Step 3: Account Access (Optional)' by clicking 'Submit' and then 'Agree'.

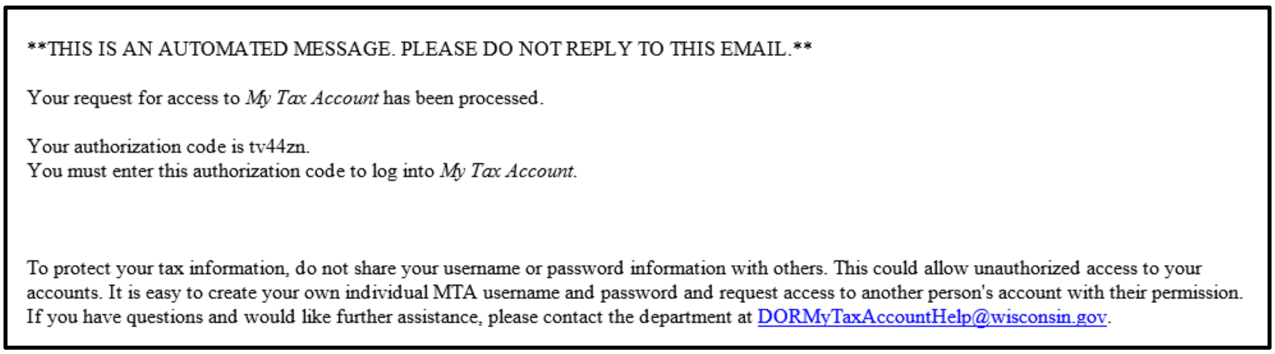




- A confirmation page appears stating that an authorization code will be sent by email. Enter this code the first time you log in to My Tax Account.



- The email looks like this:



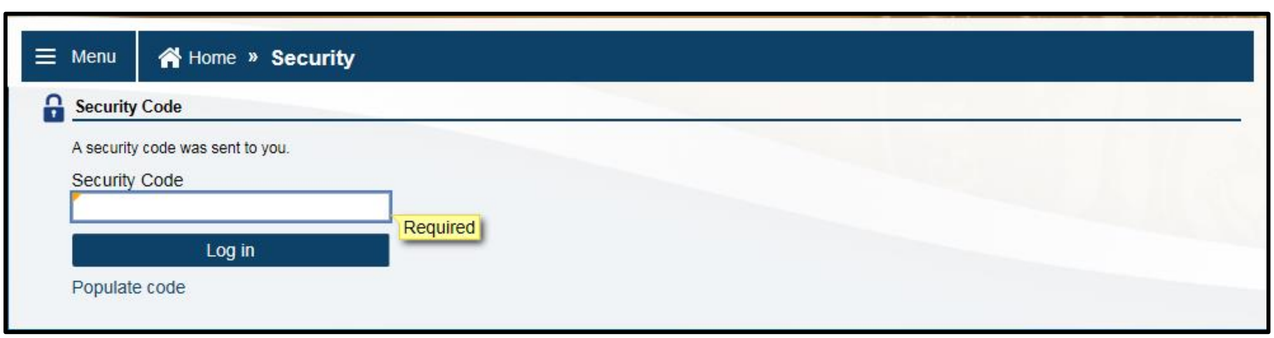
THIS IS AN AUTOMATED MESSAGE. PLEASE DO NOT REPLY TO THIS EMAIL.

Your request for access to *My Tax Account* has been processed.

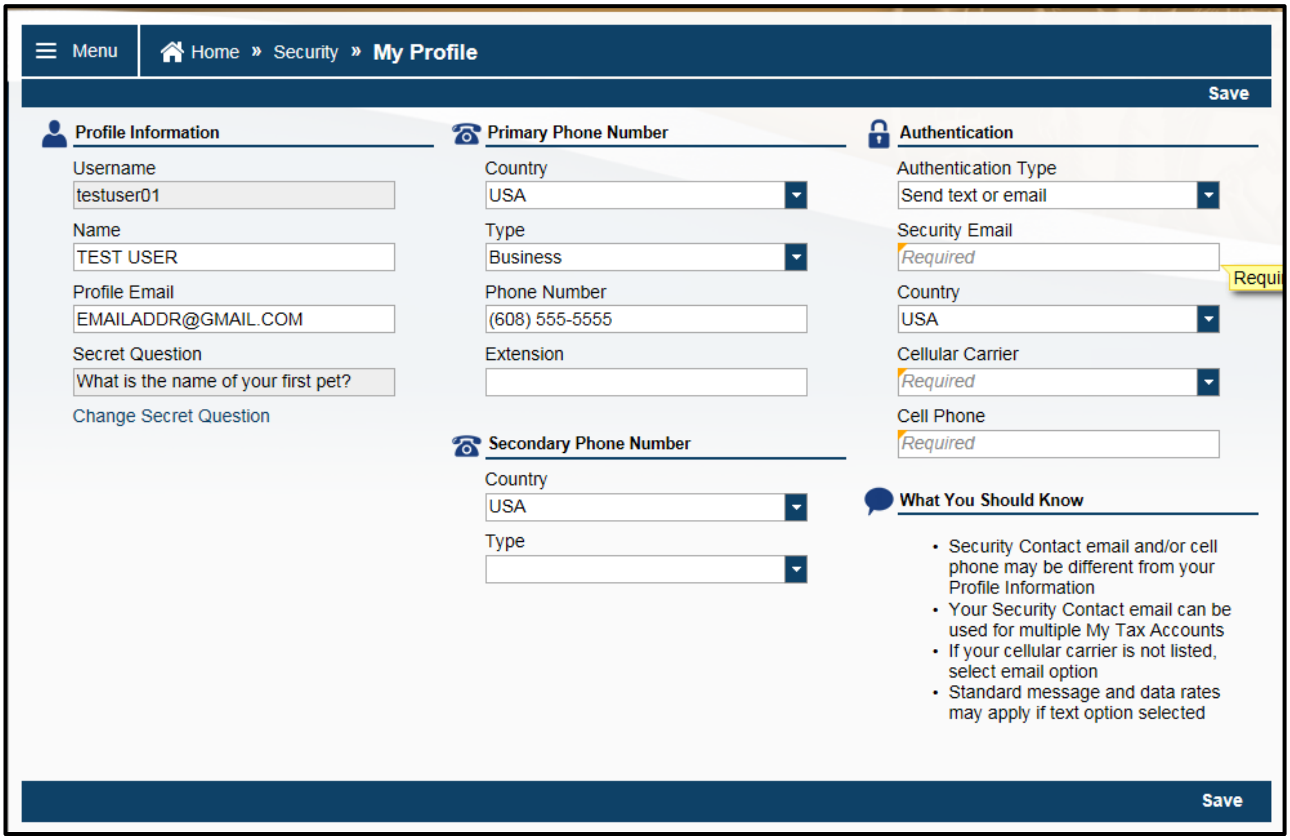
Your authorization code is tv44zn.
You must enter this authorization code to log into *My Tax Account.*

To protect your tax information, do not share your username or password information with others. This could allow unauthorized access to your accounts. It is easy to create your own individual MTA username and password and request access to another person's account with their permission. If you have questions and would like further assistance, please contact the department at DORMyTaxAccountHelp@wisconsin.gov.

- Log into My Tax Account by entering your username and password. This brings up the Security Code screen. Enter the security code you received in the email and click 'Log In'.

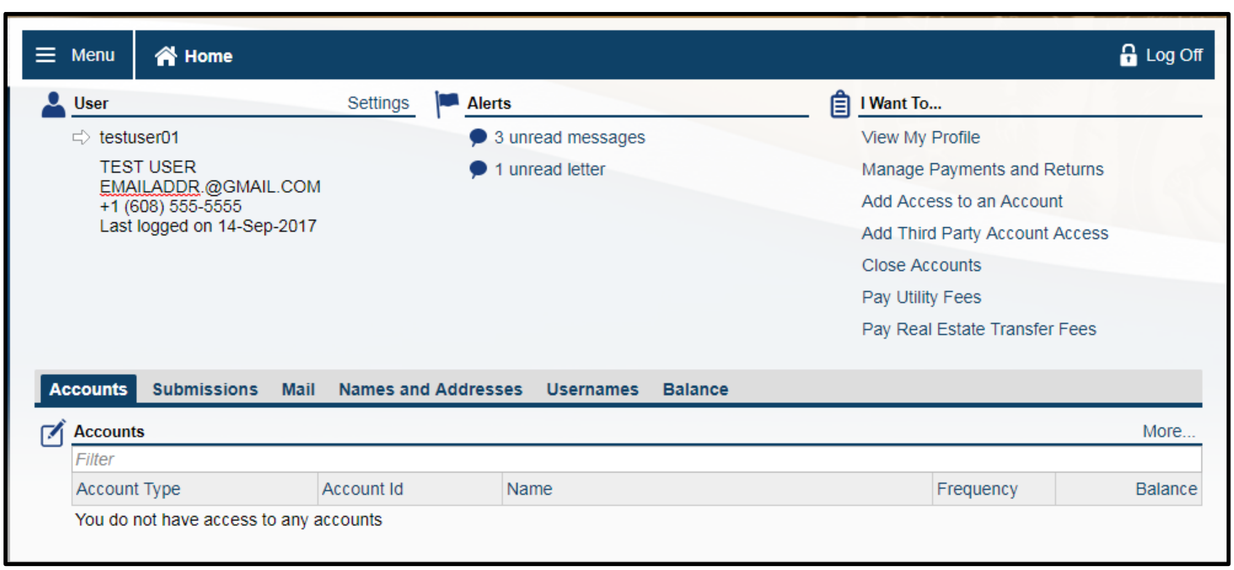


- Update information on the 'My Profile' page, including Authentication information. This is required to receive a security code the next time you log in. We recommend that you select the 'Send text or email' authentication type. If one method doesn't work, you have an alternative method of receiving your security code. Click 'Save' when finished.

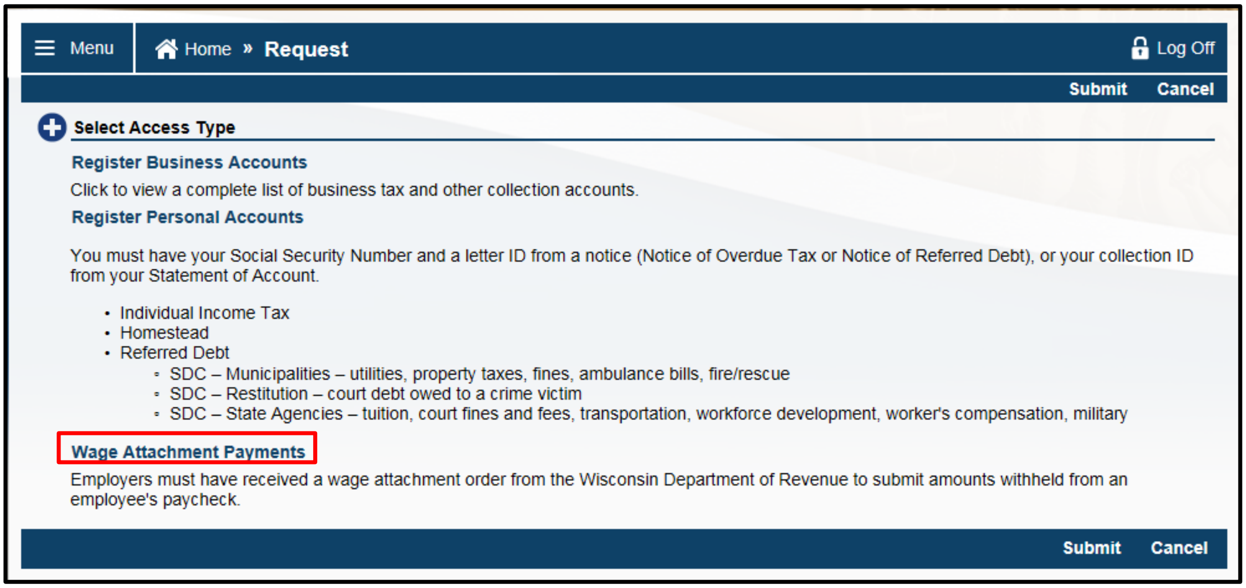


Add Wage Attachment Account

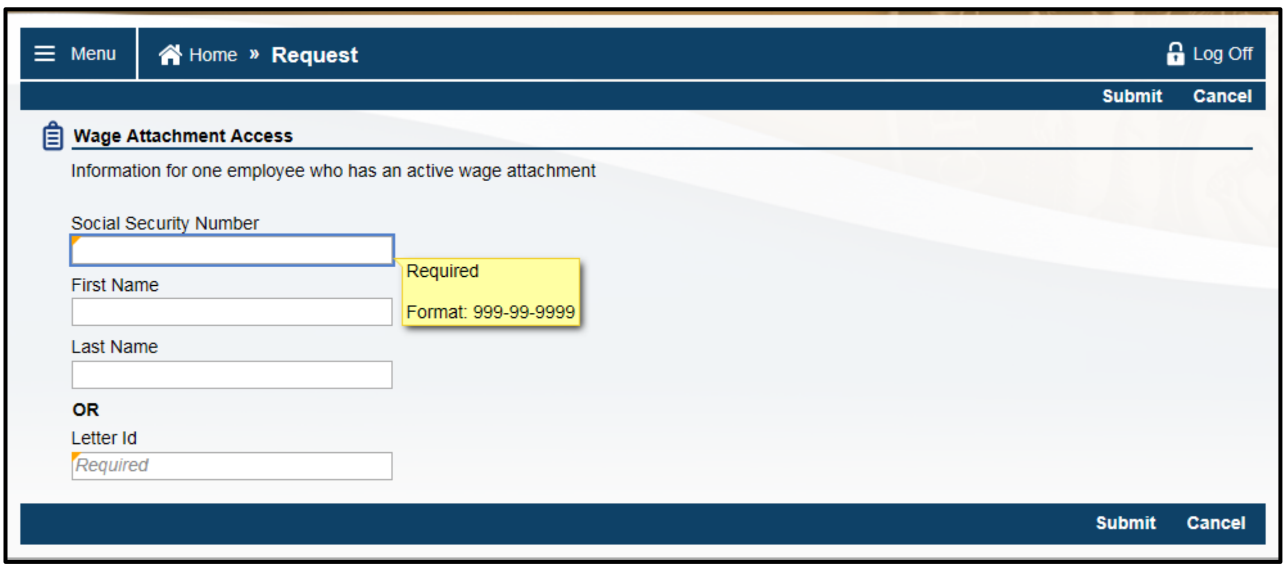
- On your My Tax Account, click 'Add Access to an Account'.



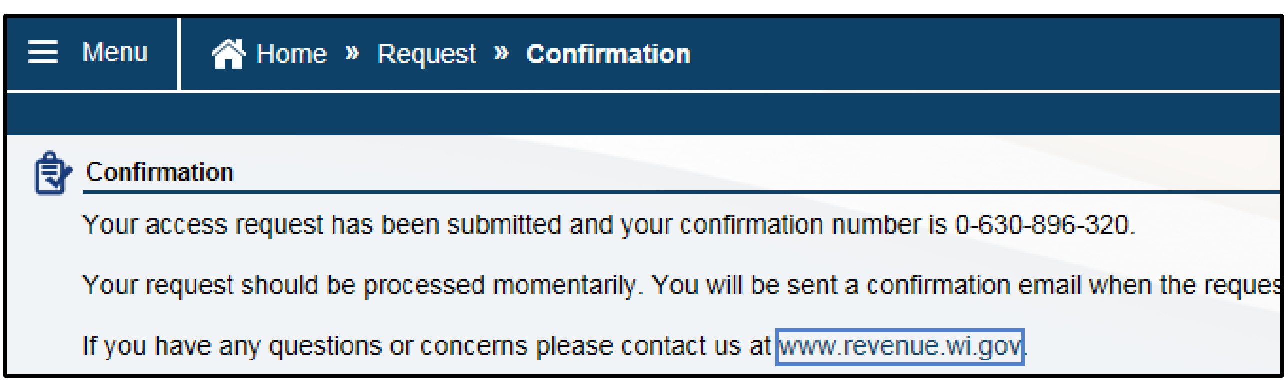
- Click 'Wage Attachment Payments'.



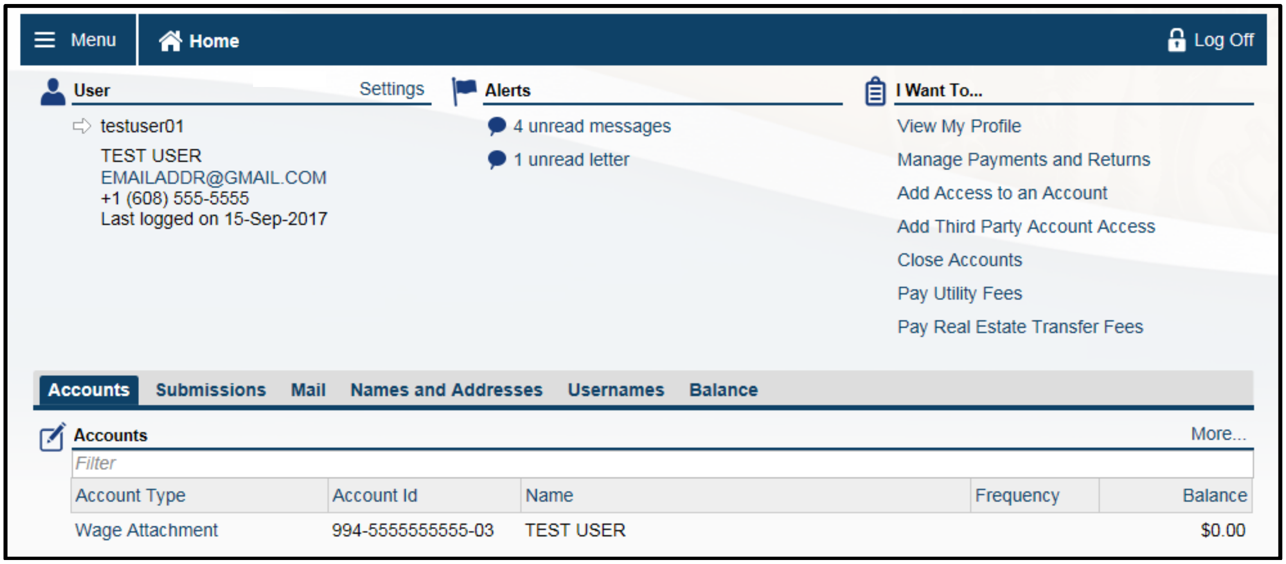
- Enter the social security number, first and last name of any employee with an active wage attachment, or the Letter ID of the original wage attachment order. Click 'Submit' and then 'Agree'.



- You will receive a confirmation message that includes a confirmation number.



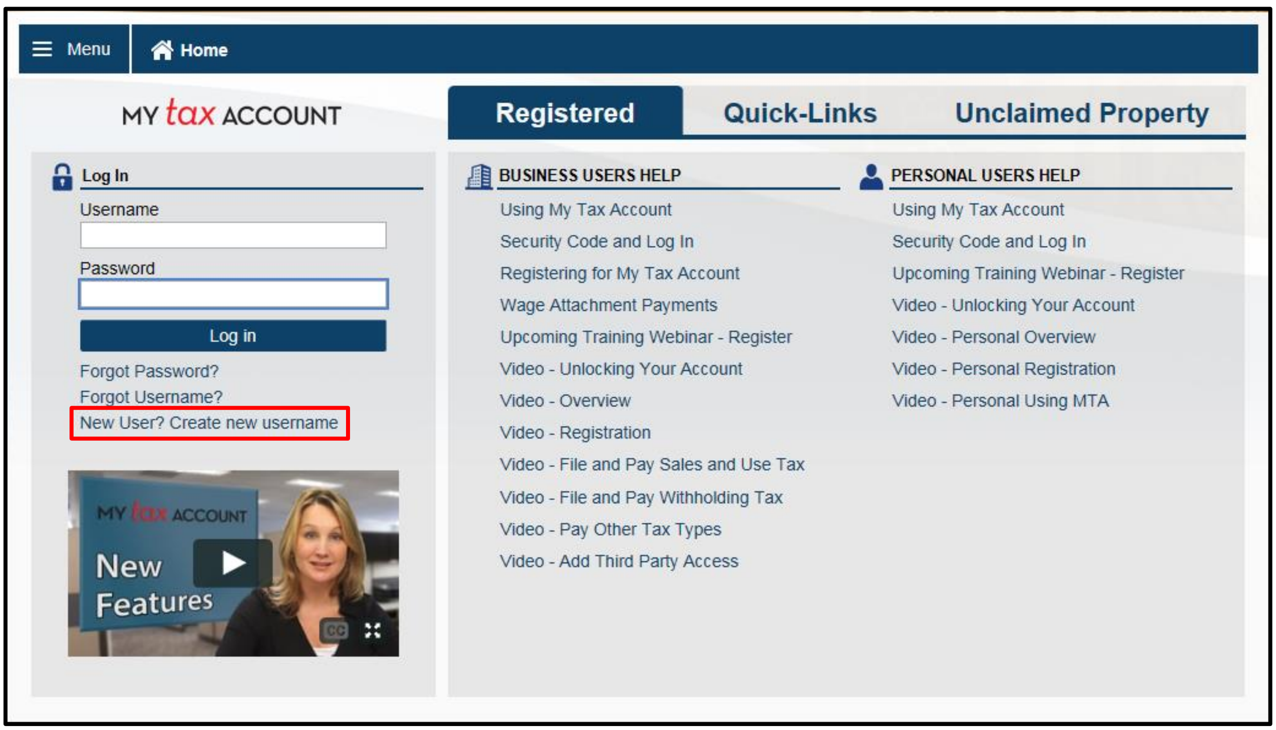
- The wage attachment account is now displayed on your MTA home page.



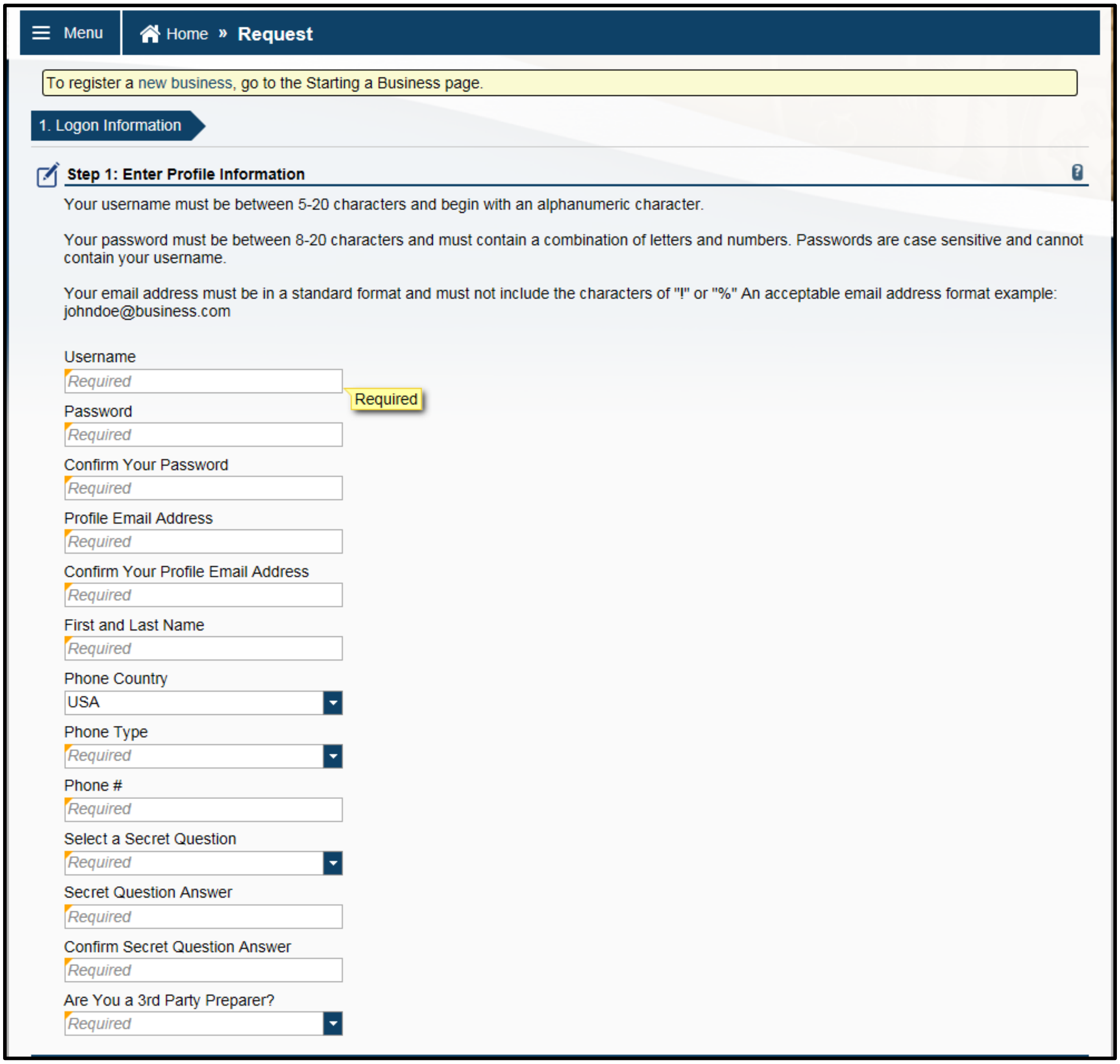
New User Registration Process (Third Party Provider)

- From the department's home page (revenue.wi.gov) click the My Tax Account button, or go directly to https://tap.revenue.wi.gov.

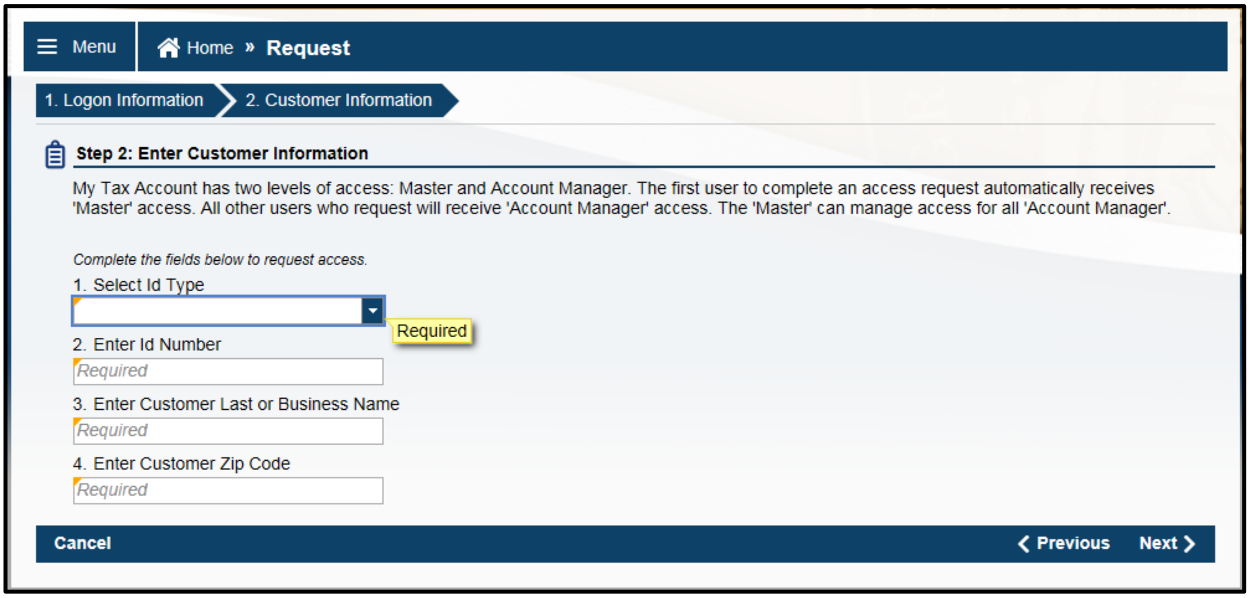
- Click 'New user? Create new username'.



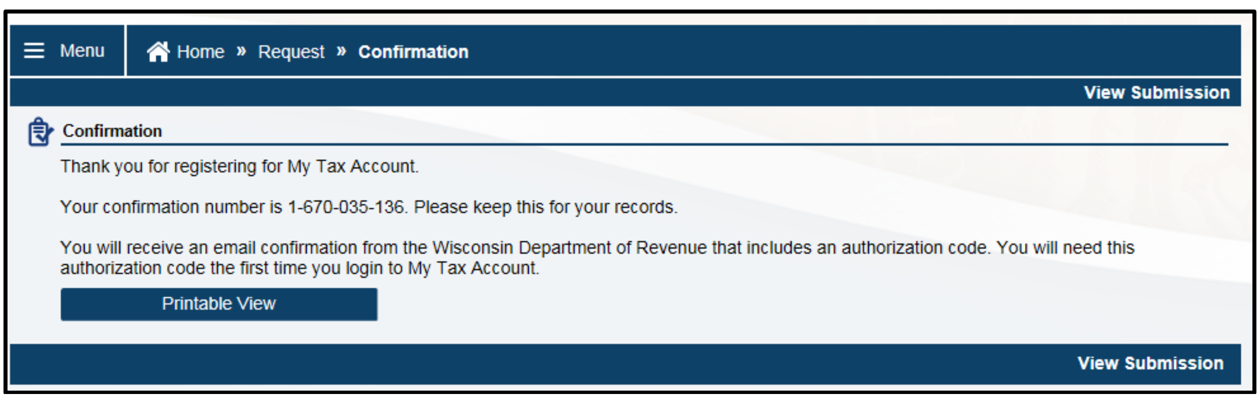
- Enter your profile information, including your username (Logon ID) and password.
- Select 'Yes' to the 'Are You a 3rd Party Preparer?' question. Click 'OK'.



- Enter your customer information.
- **Note:** The information you enter on this screen should be yours and NOT that of your client.
- Click 'Submit' and then 'Agree'.



- A confirmation page appears stating that an authorization code will be sent by email. You will need to enter this code the first time you log in to MTA.



- The email will look like this:

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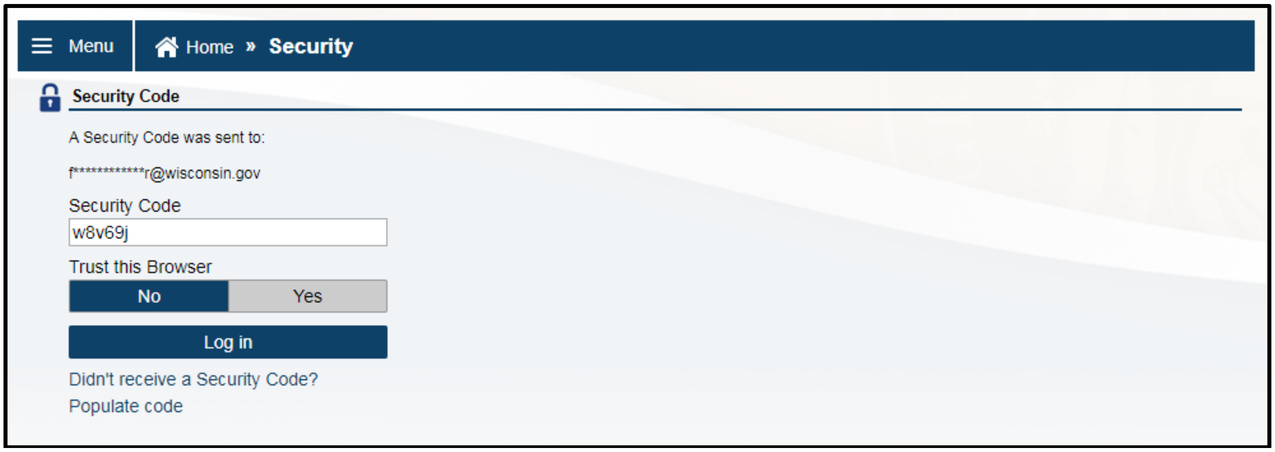
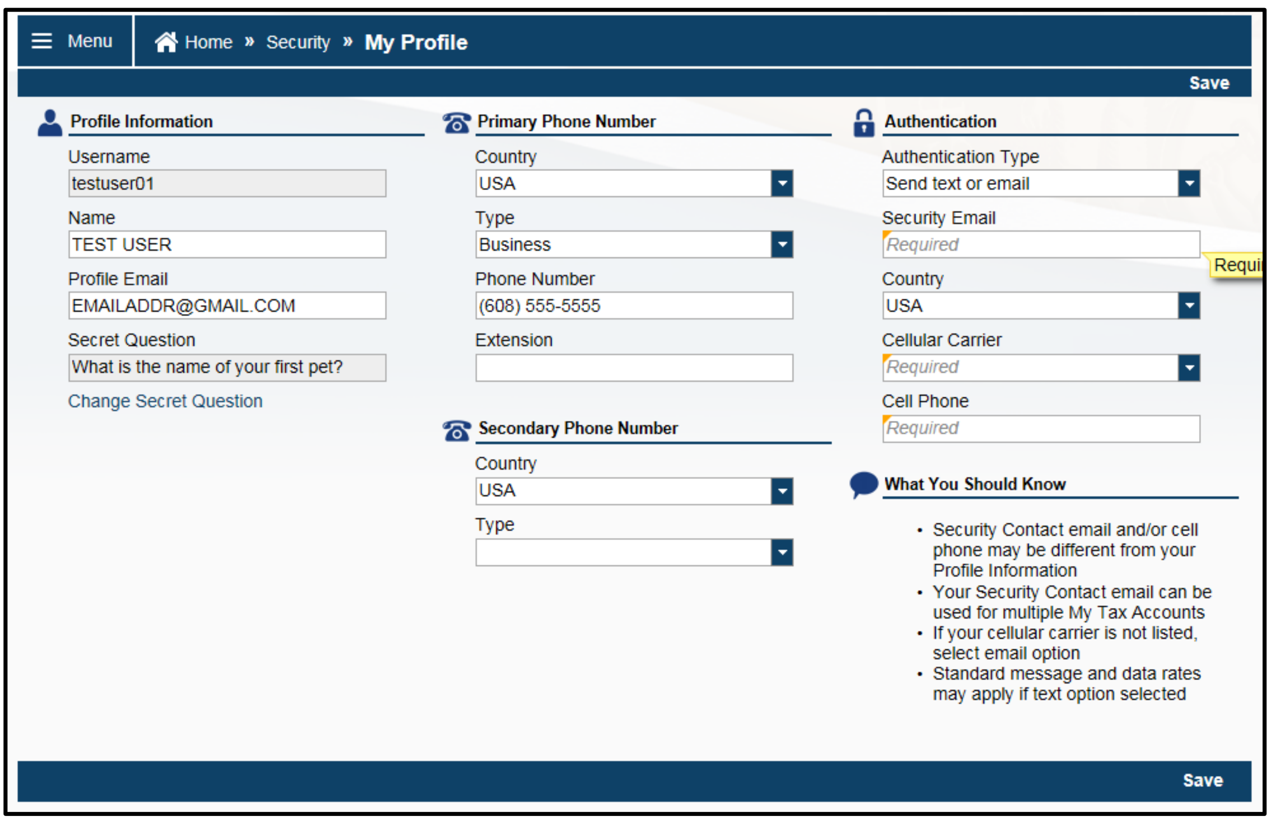
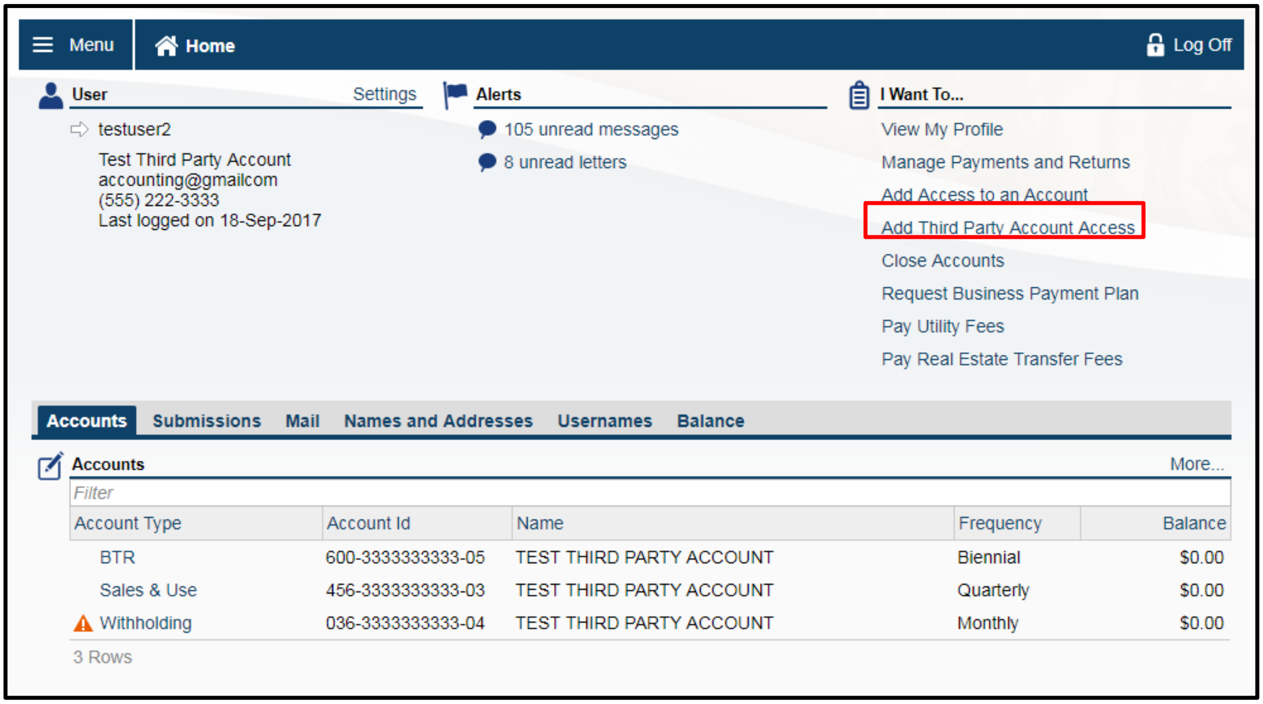
- To log into My Tax Account you must enter your username, password and authorization code.
- **Note:** Clicking 'Yes' under 'Trust This Browser' allows you to skip having to enter an authorization code each time you access My Tax Account from that computer. This option will not work if you log in with a computer that was never logged into the account before, if you switch browsers, or if cookies are deleted.



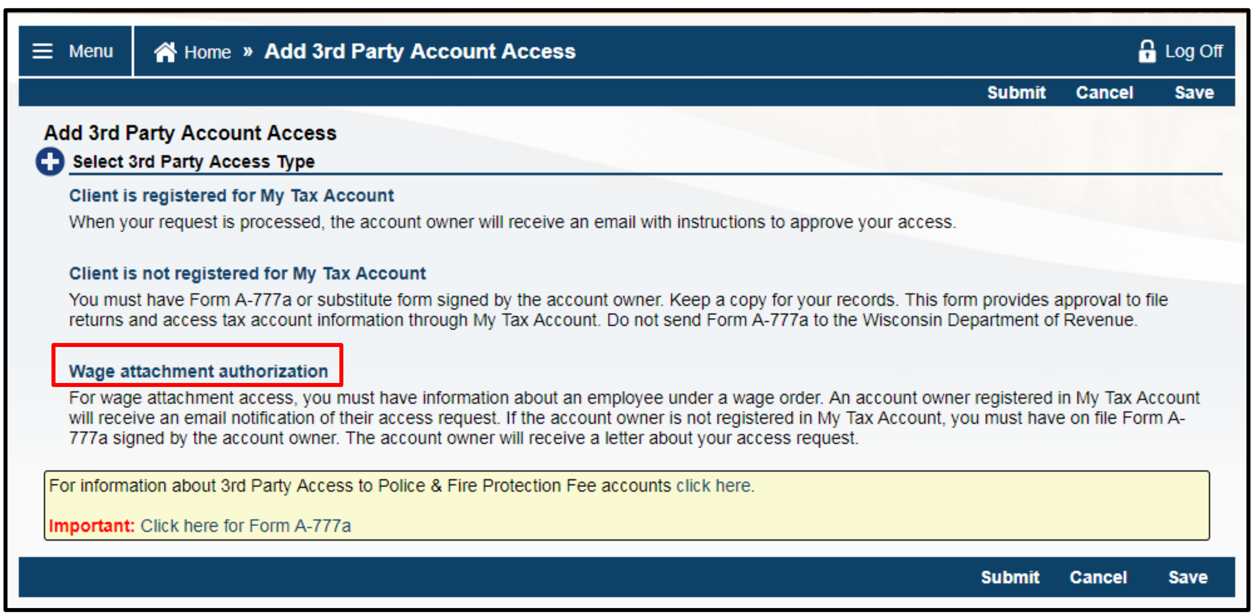
- Enter your profile information (if necessary). Click 'Save'.



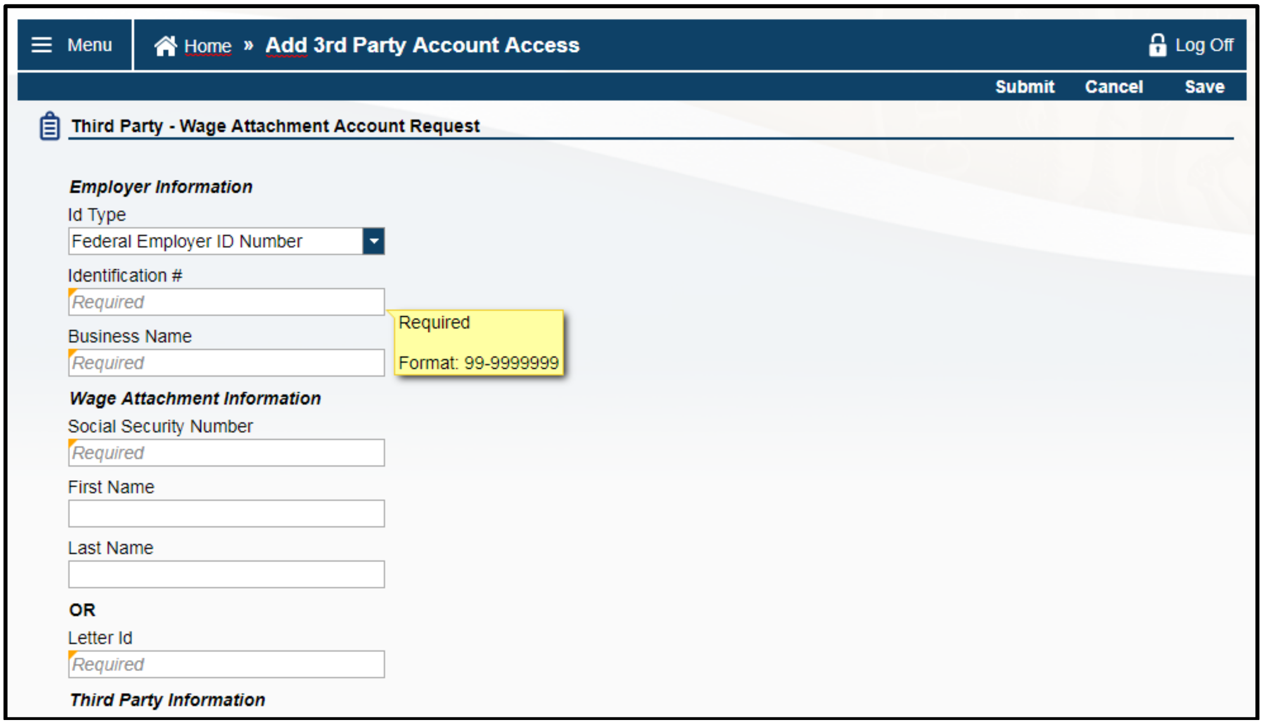
- On your My Tax Account, click 'Add Third Party Account Access'.



- Click 'Wage attachment authorization'.



- Enter the Employer Information belonging to the account you wish to access, and the Wage Attachment Information belonging to an employee of that employer.
- Click 'Submit' and then 'Agree'.

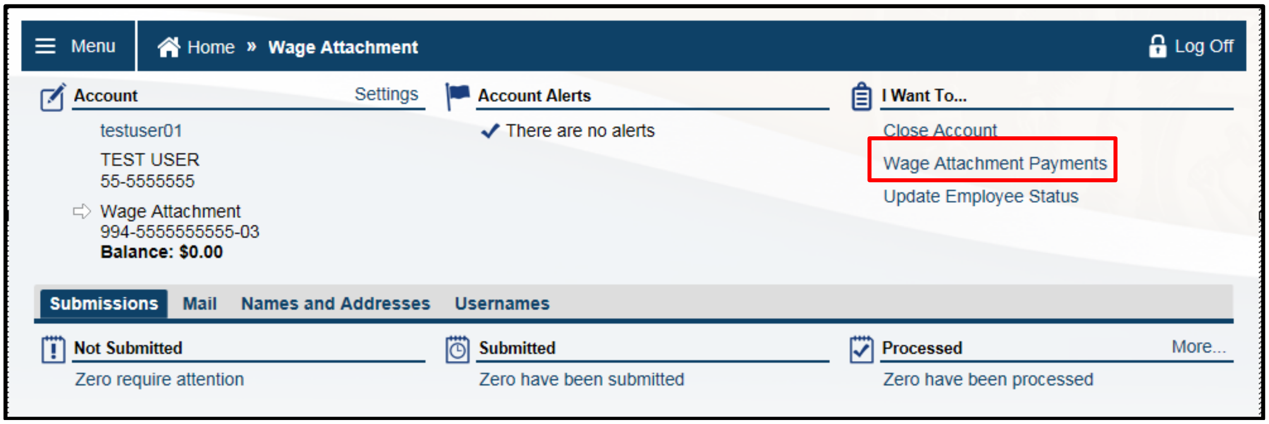


- You will receive a confirmation page that includes a confirmation number and states that the employer will receive an email notification of your access request with instructions on how to grant that access.

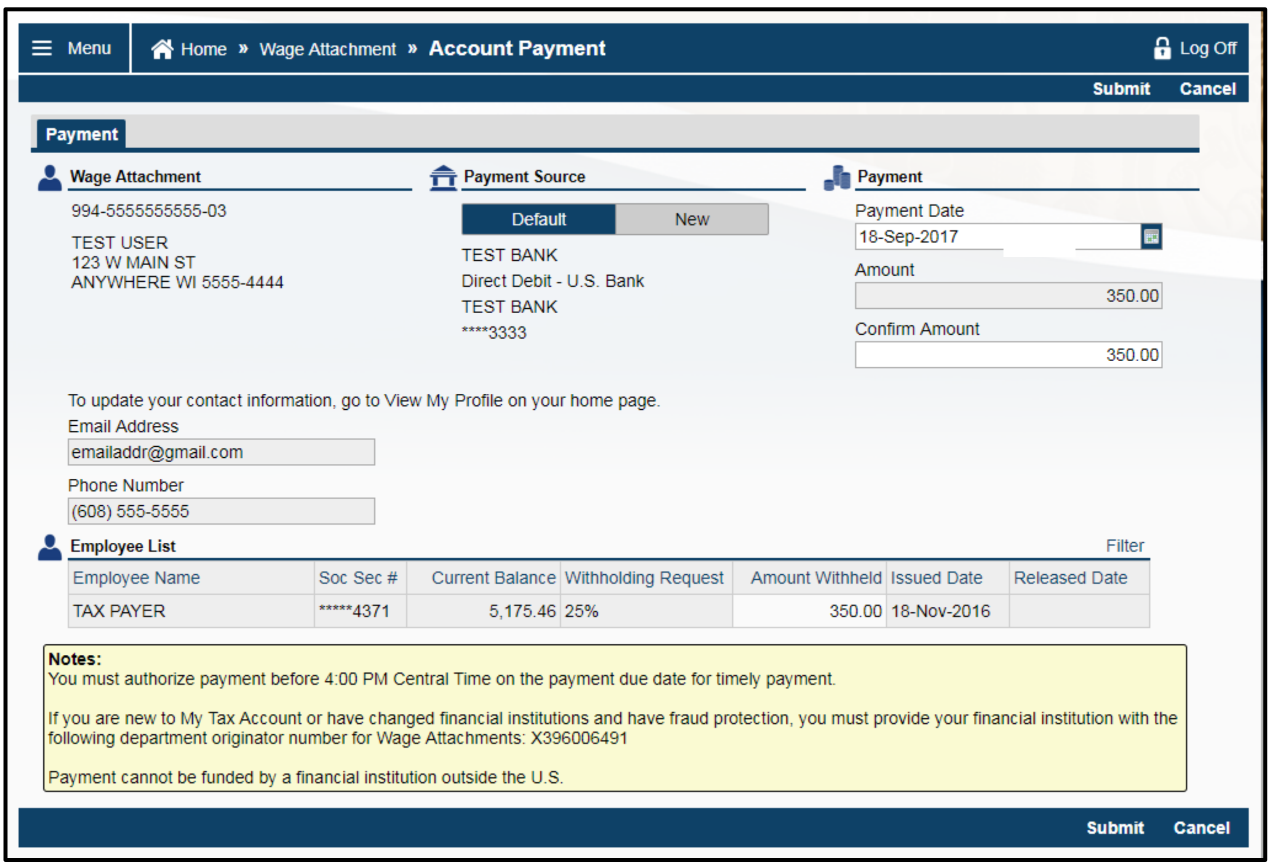
Wage Attachment Payments

Making an Online Wage Attachment Payment

- From your Wage Attachment account, click 'Wage Attachment Payments'.



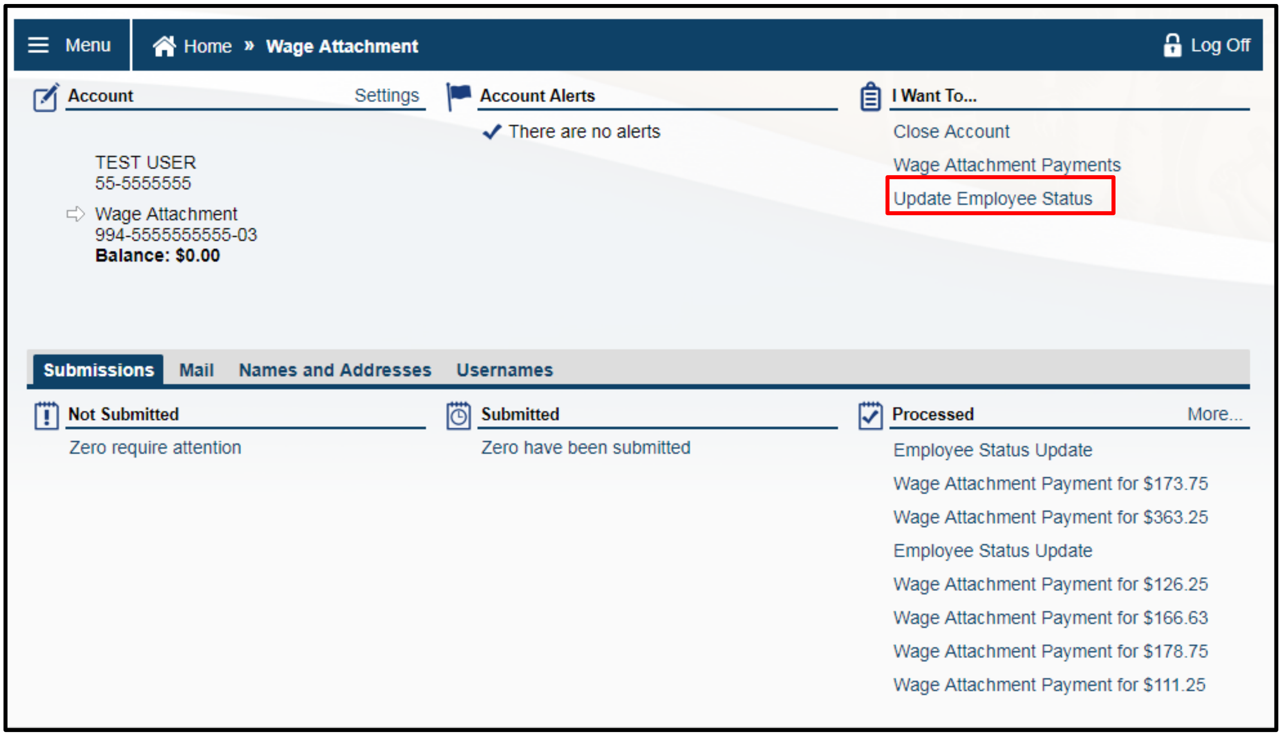
- Enter the required payment and payment source information and the amount withheld for each employee on the 'Employee List'.
- In the Confirm Amount field, enter the total amount to be submitted.
- Click 'Submit' and 'Agree'.



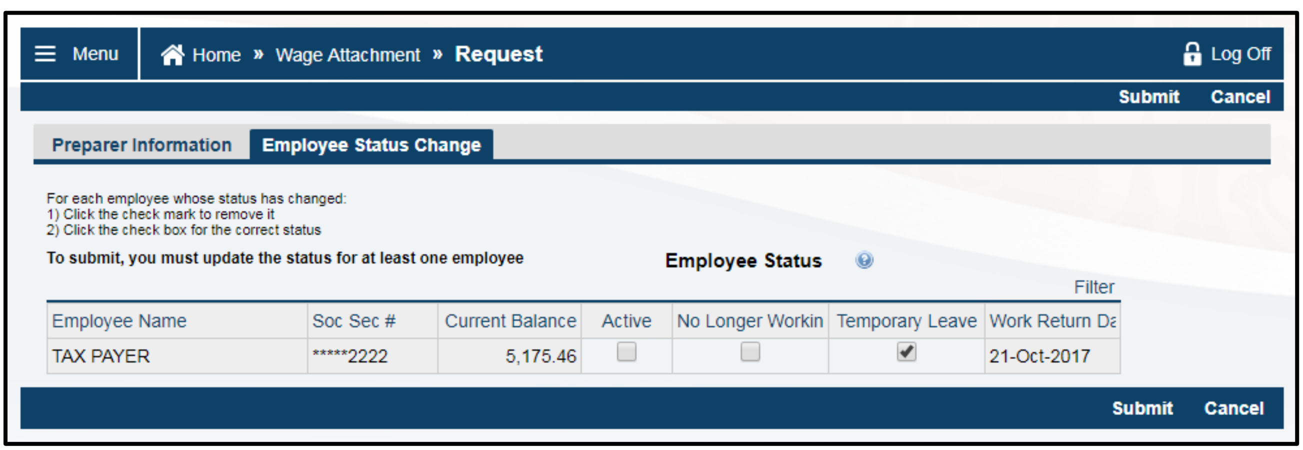
- You will receive a confirmation message that includes a confirmation number.

Update Employee Status

- From your home page, click the Wage Attachment account and then click 'Update Employee Status'.



- From the 'Employee Status Change' tab you can update the employment status of your employees subject to a wage attachment. The status can be either 'Active', 'No Longer Working', or 'Temporary Leave'. If the status is 'Temporary Leave' you must enter an expected 'Work Return Date'. Click 'Submit'.



View Submissions

- Every action in My Tax Account is viewed as a submission.
    - Submissions are listed as submitted immediately after you successfully file them.
    - Submissions are processed at 4:00 PM CST each business day and can be changed or withdrawn while still in submitted status.
    - Submissions may be cancelled by selecting the specific submission and then clicking the 'Withdraw' button.
    - If your submission is in the 'Processed' column it can no longer be withdrawn or changed.
- To view your submission filing history, click on your wage attachment account ID and then the 'Submissions' tab.
- From the 'Submissions' tab you can verify if and when a wage attachment submission was filed.

Notices

- From your My Tax Account home page, click the 'Mail' tab. The default view will be your unread messages. By clicking 'View All' you will see all of the notices you have received to date.

Troubleshooting Wage Attachments

Employee Status Errors

Employee Not Listed?

- If the employee is not listed, the department does not have an active wage attachment for that individual. If you believe that this information is incorrect and need to update the employee's status, contact a Central Certification Specialist at DORCentralCertifications@wisconsin.gov or (608) 264-9956.

Employee Listed with No Wage Attachment Order?

- If you have not received a wage order for an employee that is listed, email DORCentralCertifications@wisconsin.gov with the employee's name, the last four digits of the employee's social security number, and your fax number or mailing address. We will research and provide you with a copy of the original wage attachment order.

Employee Listed with a Different Status?

- An individual employee may have a wage attachment order with more than one employer.
    - If on leave from another employer, the employee status will indicate Temporary Leave. This is an indicator to the department that payments may be less than expected. It does not release you from your withholding order. If the employee is working and receiving wages, continue to withhold wages according to your wage order.
- If an employee has a status listed that you believe is incorrect, update the employee's status or contact a Central Certification Specialist at DORCentralCertifications@wisconsin.gov or (608) 264-9956.

Release Date Issues

- Use the current date to update the employee's status and release the wage attachment order.
    - If an employee has left your employment on a different date, by entering today's date, you are indicating to release the wage order effective today. Once released, the department will no longer expect wage attachment payments.
    - If an employee's status is entered as Temporary Leave, there will be no release date. Enter a Work Return Date; the date that the employee is expected to return to work.